

**Scope of Work
For
Erich Lindemann Building**

Includes

**Facility/Building Summary
Janitorial Services Specifications
Services Tasks Matrix**

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING**Facility/Building Summary for the Erich Lindemann Building**

Address	25 Staniford Street, Boston MA 02114
Number of Buildings	1
Total Building Square Footage	225,875 SQ. FT.
Site Acreage	2.74 Acres
Number of Floors	5
Number of Bathrooms	76
Number of Parking Spaces	1 st & 2 nd Garage Levels =207, Merrimack Lot = 50, Total = 257 – Shares with Hurley Building
Type of Occupancy	Office / Business
Number of Occupying Agencies	1 State Agency Department of Mental Health 60 Inpatient Beds 200 Occupants Large Size Gymnasium Paved Exterior Plaza – approx. 1.1 acre (Shares with Hurley) Emergency Ambulance Entrance
Hours of Operation	6:00 AM to 12:00 Midnight
Estimated Number of Employee Occupants	Approx. 200 - 350
Estimated Number of Visitors Per Week	<300 / Day
Security Protocols	Screening Visitors – DMH Security X-Ray Equipment & CCTV
Storage of Equipment	Basement Storage
Vendor Parking (Where to Park)	Limited Permit Garage Parking – Street Parking

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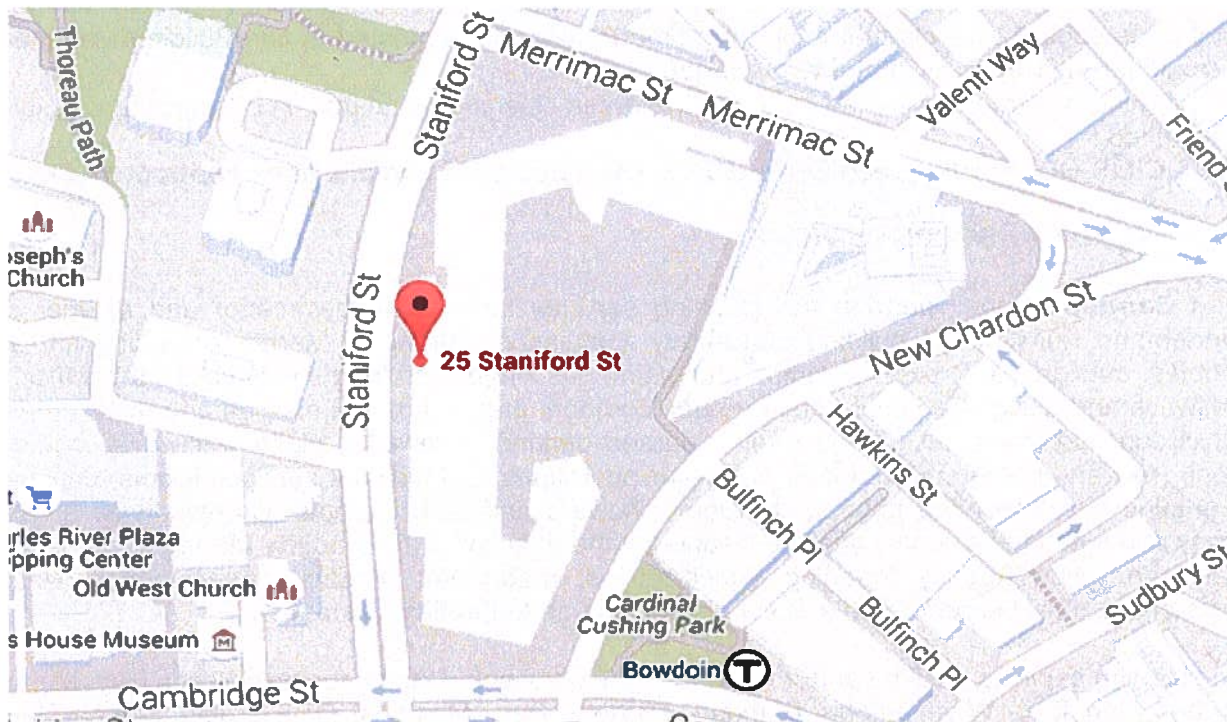
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Usage of Supplies per Month*

Description	Quantity
GP89420 Emotion Towel White / Brown 6/CS	varies from 40 to 60
GP19375 2 Ply Coreless Tissue 1000/36	varies from 30 to 50
KUT69041 Kutol EZfoam Cert GRN 6 x 1000ML	varies from 15 to 30

***Note: This data is provided for information only.**



Location Site Map

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ERICH LINDEMANN BUILDING JANITORIAL SCOPE OF SERVICES / SPECIFICATIONS

1. GENERAL REQUIREMENTS

The janitorial contractor, hereinafter referred to as "**Contractor**", shall, throughout the length of the Janitorial Contract, provide all the required personnel, equipment, tools, materials such as soap dispensers, including installation and maintenance, cleaning supplies, including all paper products, pest control services, trash removal and recycling, paper shredding services, supervision and other required items and services necessary to perform janitorial services in a professional, systematic manner and following the industry standards for Lindemann Building.

These services shall strictly adhere to the standards described throughout this specification as well as to special projects that may, from time to time, be requested by the Building Manager, hereinafter referred to as "**Facility Manager**".

All cleaning procedures shall be performed to green cleaning standards, in compliance with, but not limited to:

ISSA CIMS-GB, APPA, Green Seals GS-42, Leed EB: O&M and MA State contract FAC85

2. GENERAL SCOPE OF WORK

The **Contractor** shall perform the cleaning services throughout the interior and exterior of Lindemann Building. All building entrances, ambulance entrances, Merrimac parking lot, all lobbies, outside plaza, exterior ramps and stairs, passenger and freight elevators cabs, offices, hallways and designated conference rooms, corridors and common areas, garage moat areas, all interior stairways, all garage ramps, garage parking, sidewalks, plaza walkways, loading dock (bay and platforms), 3rd floor computer operations and network services rooms, drinking fountains and telephone booths, restrooms/showers and locker rooms. Other service areas, utility and mechanical rooms shall be cleaned at the direction of the **Facility Manager**. All items set forth within Agency Cleaning Specifications, made part of each agencies occupancy agreement, shall be performed at no additional charge to **Facility Manager**.

All cleaning services shall be performed five times per week, (except for New Year's Day, Martin Luther King Day, Washington's Birthday, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day, (and the following days when any such day occurs on a Sunday. "Designated Holidays"), so that the premises are cleaned Monday through Friday.

3. CONTRACTOR'S RESPONSIBILITIES

The **Contractor** shall supply all equipment, tools, and supplies needed to perform the duties outlined within this contract specification, unless stated otherwise. All Supplies used in conjunction with this contract must be approved by the Facility Manager.

Contractor shall provide site supervisors or managers who shall be present at all times during contract operations, and who shall be responsible for both conduct and workmanship. The said supervisor or manager shall be able to communicate effectively in both written and oral English and acceptable to the **Facility Manager** who have the authority to immediately execute orders given by the **Facility Manager and / or Operations Staff**. **Contractor's** office management and site supervisors are to be responsible for the quality of the cleanliness and must be

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available to be contacted on a 24-hour basis. In addition, the **Contractor** shall supply one senior manager, who will be solely dedicated to the Lindemann Building and are to serve as the main contact person for the **Facility Manager**.

Contractor shall prepare a schedule within the first week of the contract for the monthly, quarterly, semi-annual and annual cleaning. The schedule shall be given to the Facility Manager or his designee. Any deviation from this schedule must be approved by Facility Manager.

Contractor shall complete a thorough first antiseptic cleaning of the facility within the first month of the contract period.

Contractor agrees that all personnel are to undergo security-background checks by the Criminal History Systems Board. **Facility Manager** reserves the right to reject any employee who fails to obtain security clearance from the Criminal History Systems Board.

Contractor shall have an ongoing quarterly training program for its entire staff. Contractor shall provide only personnel that have been fully trained for performance of this work. Supervisors shall have been trained in supervision as well as technical training in janitorial services.

Contractor shall hold and save harmless the **Facility Manager** from all claims by agencies or others whose personnel or property may be damaged by Contractor, its employees and including but not limited to the use of any equipment, appliances and supplies.

Contractor shall make reasonable and prompt restitution by cash, replacement, or repairs, subject to the approval of the **Facility Manager**, for any damages for which the Contractor is liable of which the **Facility Manager** shall be sole judge.

Contractor agrees to pay all wages, payroll taxes, or items that may be levied against payrolls by city, state or federal agencies. **Contractor** shall make payments as required but not limited to union welfare plans, pension and benefit plans, as prescribed by union contracts, where applicable.

Contractor shall not under any circumstances reduce or increase the number of hours dedicated to cleaning the facility unless agreed to by the **Facility Manager**

Contractor shall ensure that its associates and agents conform to all Federal (OSHA), State and Municipal Safety and Health Regulations and shall assume full responsibility for any violations and/or non-compliance with such regulations.

Contractor shall ensure that all of its associates and agents shall abide by all safety rules and regulations, which may be promulgated from time to time by either party as they pertain to the **Contractor's** operations (including those applicable to the disadvantaged). The **Contractor** shall also be responsible for conducting regularly scheduled safety meetings with all associates, as per any federal and/or local regulations.

Contractor's personnel shall not disturb papers on desks, tables, or cabinets located within agency areas.

Inspection shall be made periodically by **Contractor** and reviewed with **Facility Manager** upon request.

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Contractor shall comply, at all times with any and all local, state or federal rules, regulations and laws regarding anti-discrimination and equal opportunity in employment.

Contractor's personnel shall be carefully interviewed, screened, reference-checked and covered by bond. They shall be properly uniformed, neat and clean in appearance while on duty, and when reporting to or departing from the Facility.

Contractor shall at all times maintain good order among its associates and shall ensure compliance with Facility rules and regulations (as such may be amended from time to time), as well as new programs that may be introduced. All associates of **Contractor** shall attend orientation and training programs and participate in fire/life safety training. Attendance at all such programs shall be at the expense of **Contractor**.

Contractor shall comply, where applicable, with all union requirements and regulations.

At **Facility Manager's** direction and in the company of **Facility Manager's** appointed representative, joint monthly inspections of the premises serviced hereunder shall be made by the **Contractor's** regional manager with thorough written reports submitted no more than ten (10) calendar days later.

A logbook shall be kept in which a record shall be made promptly of any incidents, occurrences or conditions requiring the attention of the **Facility Manager**.

While cleaning agency areas, **Contractor's** personnel shall not admit anyone into the agency suite and suite doors shall remain locked at all times and may not be propped open. Upon completion of daily chores, all lights are to be turned off (as appropriate) exterior doors locked and offices left in a neat and orderly condition; any exceptions (such as leaking faucets, malfunctioning lights, broken locks, loose carpeting etc.) shall be brought to the attention of **Facility Manager** and placed in the daily logbook.

Each month the **Contractor** is to supply the **Facility Manager** with a schedule of periodic cleaning tasks to be completed for the coming month, specifying the date floors are to be waxed, rest rooms deep scrubbed, windows washed, corridor carpets cleaned, vertical blinds dusted and all other periodic cleaning services to be done. In the event work is not done at times scheduled, **Facility Manager** is to be informed the following day and given a time when work is to be completed.

It is the responsibility of the night porter to constantly walk the floors for the purpose of turning off lights in agency and common areas. This task should be done while checking on the work area.

Contractor shall maintain a sufficient staff of thoroughly trained personnel ready to respond to emergencies twenty-four (24) hours a day, seven (7) days a week, including all holidays. Additional equipment required in these emergencies (pumps, lights, water vacuums, etc.) shall be provided by **Contractor** for use by its personnel.

Sufficient space in the Facility shall be made available to the **Contractor**, at a location approved by **Facility Manager**. **Facility Manager** reserves the right to, from time to time; direct **Contractor** to relocate from said designated space to alternate space. Such space or spaces shall be restricted to the following uses by the Contractor.

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(a) Storage of cleaning materials, implements and machinery, including a reasonable supply of materials.

(b) Locker space for **Contractor's** associates (All lockers for the Facility are to be supplied by Contractor). Locker space can be changed from time to time at the direction of Manager.

(c) Space for Supervisory personnel.

Contractor shall not use the staff assigned to the Facility, for client work in conflict with the specifications set forth herein.

Contractor is to provide Monthly Operating Reports to **Facility Manager** in a format as approved by the **Facility Manager** on the date specified by **Facility Manager**.

Contractor is to provide a monthly inventory control sheet in content and format as approved by the **Facility Manager** on the date specified by **Facility Manager**.

Contractor is to provide a detailed list of inspections planned for the coming month on the first working day of each month. On the 30th of each month, **Contractor** is to provide a monthly inspection report for that month in a content and format as approved by the **Facility Manager**.

Contractor shall provide payroll back-up sheets in a form and content as requested by **Facility Manager**. Certified Payroll sheets are to be submitted with each invoice.

Contractor shall maintain detailed job descriptions and schedules for all personnel. In addition, **Contractor** shall complete written, annual evaluations for each associate. Informal verbal evaluations are to be completed as necessary.

Contractor shall report fires, hazardous conditions, and items in need of repair in a timely fashion to the **Facility Manager**

All rubbish and trash shall be disposed of in the dumpster provided by the contractor. All areas around dumpsters in the loading dock shall be kept clean at all times.

All recycles, including paper; bottles and cans shall be stored in a pre-determined area with appropriate containers.

4. CONTRACTORS STAFFING REQUIREMENTS

NORMAL WORK STAFF

Upon execution of the contract and before starting the cleaning services, contractor shall provide the **Facility Manager** a schedule chart for daily and nightly coverage for day and night porters and site managers showing specific tasks assignments, locations in the building and time allocation.

Contractor shall use the E-Verify System to verify the employment eligibility of their newly hired employees to work in the United States before they are assigned to work at Building.

Staffing shall be as required to perform the work to maintain the optimum level of cleanliness, as

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herein specified and such staffing shall be fully disclosed and subject to the **Facility Manager's** review and approval.

BACKUP STAFF

The **Contractor** shall maintain and show evidence satisfactory to **Facility Manager** of an adequate backup labor force and supervisory staff to be able to immediately assist the property in case of flood, fire, natural or man-made disaster or any other emergency. A program for the initiation, of such back up, i.e., responding to the aforementioned emergencies, is to be developed and in place in accordance with the approval of the **Facility Manager**.

The **Contractor** must submit to **Facility Manager** a list of at least three emergency telephone numbers of management level supervisory personnel, other than the local branch office number or answering service, who are authorized to dispatch backup working crews in the event of a request by **Facility Manager**. The **Contractor** is to update these emergency numbers as required throughout the term of the Contract.

CLEANING STAFF DUTIES

DUTIES OF DAY AND NIGHT MATRONS

Contractor agrees to furnish day matron, as outlined in this specification, to perform the following duties and any additional duties as may be directed by **Facility Manager**.

Matron shall be properly attired in freshly laundered uniform and equipped with an appropriate carryall approved by Manager (shopping bags, travel bags, etc. are not acceptable. Matron shall use service elevator when possible.

Police all ladies' restrooms and lavatories, keeping them in clean condition as previously specified, but not less than three times per day.

Matron to fill toilet tissue, soap, sanitary napkin and towel dispensers in ladies' restroom on all floors as needed.

Report any damage and graffiti to **Facility Manager** immediately.

Perform such other duties as may be directed by **Facility Manager**.

DUTIES OF DAY AND NIGHT PORTERS

Contractor agrees to furnish a day porter, as outlined in this specification, to perform the following duties and any additional duties, which may be directed by the **Facility Manager**.

Contractor also agrees to provide sufficient porters for the Facility work, which in no way are to delete from Facility staff unless approved by the **Facility Manager**.

Day porter shall be assigned to perform the services as described in the specifications and any additional chores as directed by Facility Manager.

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These services included but are not limited to the following:

Inspect and walk the lobby areas and exterior areas including parking garage and plaza.

Inspect and maintain elevator cabs, including floors as required. If carpeted floors in elevators, cabs to be vacuumed and spots to be removed, as required, if resilient tile, clean buff and wax floors, as required.

Inspect and walk all floor men's lavatories, to be checked a minimum of twice a day, morning and afternoon.

Report any damage and graffiti to **Facility Manager** immediately.

Check and fill, as necessary, toilet tissue and soap dispensers and towel dispensers

Sweep and clean Facility entrance sidewalks and all exterior areas, as required, but not less than once each week. All equipment, including steam and washing equipment to clean plaza and sidewalks to be provided by Contractor and such equipment to be of a type and manufacture as approved by the **Facility Manager**.

Set out and remove weather mats on an as needed basis; keep in clean condition.

Keep entrance door glass and frames in clean condition.

Sweep and dust all stairways and fire exits. Dust handrails, spindles, newels and stair stringers; wash stairs as necessary.

Provide **Facility Manager** a list of all personnel to be called in for snow removal.

As directed by **Facility Manager**, equipment rooms, pump rooms, and other utility rooms, shall be swept regularly.

Perform such other duties as may be directed by **Facility Manager**.

Clean corridors and utility areas, including floors, walls, ceilings, fixtures and other areas. All such areas shall be kept in clean condition to satisfaction of the **Facility Manager**.

Staffing shall be increased as required to accomplish any periodic maintenance herein specified without decreasing the level of the nightly cleaning services. All costs for such increased staffing are considered to be included in the monthly charge provided in the Cleaning Contract. No allowances are to be granted to compensate for extra personnel required to adequately perform any portion of the work included in this specification.

The **Contractor** may be called upon periodically by **Facility Manager** to perform work not herein specified. Such work shall be considered as extra services

Requests for special services not covered under the basic contract shall be negotiated on an individual basis. The **Facility Manager** shall notify the **Contractor** to confirm engagement of such services and agree upon rate.

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5. CONTRACT INTEGRATED JANITORIAL SERVICES

Waste Removal: As part of the Contract, contractor shall provide and empty dumpsters and compactors. Waste removal schedule will be at the direction of the **Facility Manager**.

Confidential Paper Destruction: As part of the Contract, the contractor shall provide on and/or off-site confidential office paper shredding services to requesting departments and agencies in the building. A detailed description of shredding services shall be provided to the **Facility Manager**.

Pest Control Services: The contractor shall ensure that pest control services shall occur three times per week (both interior and exterior). Keep maintenance log and have the pest control tech sign the log at each time of service. Monitor and treat all areas indicated in the specifications and as directed by the **Facility Manager**. Contractor shall respond specific work requests / orders. Treat the kitchens at least once a week. Provide inventory of rodent traps.

Recycling Program: As part of the Contract, the contract shall conduct recycling for paper and cardboards, plastics, bottles and cans. Bottles and cans can be recycled once per week. Paper and cardboard shall be recycled daily and at the direction of the **Facility Manager**.

Paper Products: As part of the Contract, the contractor shall provide all paper products including paper towels, toilet tissues, liquid soap and dispensers where needed to meet building needs and maintain adequate stock so that the dispensing units will remained stocked at all times.

6. OTHER ANCILLALRY CLEANING SERVICES

Snow Removal: The contractor shall sweep and remove snow from building entrances, sidewalks, plaza, ramps, exterior stairs, and apply ice treatment at the Staniford Street concrete pavement and other areas as directed by the **Facility Manager**.

Garage Power Washing and Cleaning: The contractor shall semi-annually power wash all garage parking levels, and ramps at the direction of the **Facility Manager**.

Window Cleaning: The contractor shall provide window cleaning services on the schedule as directed by the **Facility Manager**. Exterior windows, interior office windows and Plaza windows, including office partition windows shall be cleaned quarterly and as directed by the Facility Manager.

Carpet and Matting for Lobbies and Corridors, Entrance Ways and Elevator Cabs: As requested by the **Facility Manager**, the contractor shall provide carpets and mats for the lobbies, vestibules, corridors, elevator cab floors, entrance ways and corridors. Colors, dimensions, types, installation dates, locations and placements shall be specified by the **Facility Manager**, under consultation with the contractor. All carpets and mats shall be kept clean at all times.

7. CLEANING SUPPLIES REQUIREMENTS

In keeping with Executive Order 515 all cleaning equipment and supplies used in

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conjunction with this contract shall be EPP. (Environmentally-Preferred Products) to reduce the environmental impact and enhance the public health.

All cleaning chemicals used in conjunction with this contract should be Green Seal Certified

All supplies required for the effective cleaning and maintenance of the Facility in accordance with the specifications are to be supplied by the **Contractor**, including but not limited to cleansers, waxes, disinfectants, trash can liners and trash bags etc. The disposable supplies used in agency Suites and restrooms (hand towels, toilet tissue and hand soap) are to be supplied by the **Contractor**. **The specifications for these products to be used are to be provided by the Facility Manager.** The **Contractor** shall provide to the **Facility Manager**, upon request, a list of all chemicals and Safety Data Sheets (SDS) used by the **Contractor**.

UNIFORMS

The **Contractor** shall provide approved uniforms (winter and summer) for all Janitorial personnel, as directed.

The **Facility Manager** shall select and approve all uniforms and direct, when necessary, the modification, repair or replacement of all uniforms.

Contractor shall clean and maintain uniforms in a neat appearance to the satisfaction of the **Facility Manager**.

The Facility Manager shall provide photo identification badges / access cards to Contractor personnel who have passed all required security clearances. Badges must be displayed at all times while on the property.

All personnel shall be equipped as required with all appropriate safety equipment and clothing including but not limited to: Safety glasses, hearing protection, safety shoes and rain /snow gear to provide adequate protection while performing the work required within this specification. All personal protection clothing and equipment shall be furnished by the Contractor.

8. EMERGENCY RESPONSE PLAN

In a declared state of emergency where the safety and well being of Commonwealth citizens are at risk. The contractor shall be asked to supply the Commonwealth with janitorial services on a priority basis. The contractor shall submit an emergency response plan and indicate an estimate of the cost associated with the service.

The **contractor** shall identify in the Emergency Response Plan the person responsible for coordinating emergency services and the role this person plays in these situations along with the contact information for 24 hours a day, 7 days a week. The emergency shall contain the name, position/title, business phone #, email and cell phone #and coordinate the emergency response plan with the **Facility Manager**.

9. DETAILED JANITORIAL SERVICES SPECIFICATIONS

Areas Serviced: Entrance and Exterior

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Frequency: Monday thru Friday

Twice Daily:

Clean and Sweep plaza steps – at least two times a day.

Monitor building exterior; remove debris.

Empty waste receptacles, insert new liners as needed at all entrance ways.

Empty and clean ash receptacles at all entrances.

Daily:

Dust and Clean paved plaza surfaces and handrails.

Wash exterior window glass and ledge on security booth

Empty waste receptacle and return to proper location insert new liner at the security desk(s) once at in the morning and afternoon every day.

Clean entrance doors in and out.

Thoroughly monitor and pick up any debris all garage levels.

Empty waste receptacles at building garage levels, insert new liners.

Clean both sides of entrance door glass on all entrance doors.

Dust horizontal surfaces of furniture.

Thoroughly monitor area (all levels, including garage, stairways, ramps and outside the building), once a day, as well as at other times when necessary or as directed by Building Manager.

Monitor Merrimac Street and Staniford Street moat areas; remove debris.

Areas Serviced: Utility Work (Foreman Position -Building Service Calls)

Frequency: Monday thru Friday

Daily:

Clean up blood borne bodily fluids from all surfaces.

Perform emergency cleanup work, clean spill calls during the day, wet floors due to inclement weather, toilet floods and similar occurrences.

Search wastepaper to recover lost valuables or documents as necessary.

Service main lobbies and high public use areas.

Clean conference halls after events.

Polish brass as directed by Building Manager.

Service complaints and perform special cleaning required by vacating or moving into space by building occupants.

Deliver and pick up of recycling bins as requested.

Follow confidential destruction policy and procedures with building tenants.

Areas Serviced: Loading Dock (Bay, Platforms)

Frequency: Monday thru Friday

Daily:

Sweep and pick up any debris.

Pick up trash at the loading dock office.

Sweep entire area, including bays and platforms.

Empty receptacles and pick debris / trash at the loading dock office.

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Arrange and put in order the recycling papers and bins at the loading dock.

Weekly:

Hose down, wash and scrub entire area.

Power wash around and under trash dumpster, remove any debris. Other times when necessary or as directed by Building Manager.

Areas Serviced: **Stairways**
Frequency: **Monday thru Friday**

Daily:

Sweep, sweep and dust stairways.

Damp and mop the stairways nightly or after hours.

Wipe down all fire apparatus inside the stairways

Clean and dust handrails.

Weekly:

Spot clean walls.

Dust and clean railings, ledges, grilles, fire apparatus, doors, balustrades and light fixtures.

Monitor area (all levels) thoroughly.

Dust handrails.

Bi-Weekly:

Spot clean walls and doors. Monitor area (all levels) thoroughly.

Wet mop and scrub steps, risers, landings, handrails.

Areas Serviced: **Corridors/Common Areas**
Frequency: **Monday thru Friday**

Daily:

Monitor all common areas thoroughly and remove any debris.

Vacuum, damp mop and/or buff all carpeted or hard and resilient floor areas thoroughly.

Remove any debris.

Spot clean the walls of all stains.

Wipe and clean around all hand sanitizers.

Empty waste receptacles and recycle bins.

Wipe down with cleaner disinfectant telephone surfaces such as handset and dial plate.

Glass/clean all doors.

Weekly:

Clean vertical and horizontal surfaces thoroughly.

The floor shall be properly cleaned thoroughly and any gum, tar or similar substances removed from the surface.

Wipe down door frames with damp cloths.

Monthly:

Wash all painted walls surfaces to include but not limited to stairwells.

Cleaners MUST NOT wash or clean any artwork in any of the corridors.

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Quarterly:

Clean polish kick plates, push plates, push bars on doors, handrails, doorknobs and other metal surfaces.

Areas Serviced: **Hard Floor Care Program**
Frequency: **Monday thru Friday**

Daily:

Monitor area (all levels) thoroughly.
Sweep and mop hard surface floor areas.
Vacuum carpeted floor areas in all corridors.

Weekly:

Vacuum, mop, and spray buff all hard and resilient floors in office areas. This includes edge vacuuming.
Buff and burnish hard floor surfaces – VCT floor tiles.

Bi-Weekly:

Auto-scrub machine hard, concrete and resilient floors in all corridors. (May need to be done at greater frequency during periods of inclement weather).
The floor shall be properly cleaned thoroughly and any gum, tar or similar substances removed from the surface.

Monthly:

Sweep and spray buff all hard and resilient floors in common areas.

Areas Serviced: **Carpet Care Program (Shampooing)**
Frequency: **Monday thru Friday**

Daily:

Vacuum all carpet Floors.
Clean carpet, remove dead mice and replace mice traps.

Note:

Winter Mats - May need to be done at greater frequency during periods of inclement weather.

Weekly:

Spot clean all carpets to remove all stains or by request of Building Manager.

Yearly:

Shampoo all carpeted floors in common areas, offices, entrance, lobbies, cafeteria, (carpet is to be properly prepared, thoroughly vacuumed with all gum, tar and similar substances removed), or by request by Building Manager

Note: Shampooing is to be done using the hot water steam extraction method.

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Areas Serviced: Restrooms/showers
Frequency: Monday thru Friday

Twice Daily:

Restocking of bathroom supplies, twice a day and nightly
Clean and remove hand paper towels, at least twice a day and nightly.
Empty waste receptacle and refill dispensers.
Monitor rooms, as traffic demands, but not less than once in the afternoon.

Note: This may need to be done at more frequent intervals or upon request of the Building Manager.

The following are the high traffic areas; Ground Floor, Mezzanine and Plaza.

There are 46 public restrooms.

Note: This may need to be done at more frequent intervals or upon request of the Building Manager.

Daily:

Sweep and wet-mop using a cleaner disinfectant.
Clean fixtures, including metal and chrome surfaces (toilets, urinals, toilet seats, lavatories sinks, shelves, washbasins, shower stalls, mirrors, receptacles, dispensers, wall surfaces and partitions) utilizing a cleaner-disinfectant.
Empty, clean and disinfect waste receptacles, including sanitary napkin receptacles, replace soiled liners with new ones, collecting soiled bags in separate containers for disposal.
Refill paper towel, soap, toilet tissue.
Spot clean other surfaces and dust horizontal surfaces.
Damp wipe full surface area of stall partitions, doors, window frames and sills utilizing a multipurpose cleaner-disinfectant.

Weekly:

Pour clean water with an oil-based, water soluble disinfectant-deodorizer down floor drains to prevent escape of sewer gases.

Quarterly:

Completely machine scrub floors using a cleaner disinfectant.
Damp clean wastepaper receptacles utilizing a multipurpose cleaner-disinfectant.

Areas Serviced: Passenger and Freight Elevators
Frequency: Monday thru Friday

Daily:

Monitor area (all levels) thoroughly.
Wet mop passenger elevators carpets, once in the morning and in the afternoon.
Sweep and damp mop floor in freight elevator at the end of the evening.
Vacuum carpets in passenger elevators.

Weekly:

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Clean and polish entire area surrounding elevators entrances and exterior surfaces of doors and frames.

Clean and dust wood surfaces.

The floor shall be properly cleaned thoroughly and any gum, tar or similar substances removed from the surface.

Clean all interior vertical and horizontal surfaces; doors, ceiling grilles, walls, etc. (Do not clean button panels or door edges.

Clean and polish elevator tracks (both on the elevator cars and on each floor).

Bi- Weekly:

Clean all interior surfaces, including doors, ceilings, grilles, light panels, walls, button panels and door tracks.

Scrub floor in freight car.

2X Yearly:

Strip and apply four (4) coats of floor finish to all elevators Vinyl Composition Tile flooring.

Areas Serviced: **3rd Floor East – Shelter Unit**
Frequency: **Monday thru Sunday (7 Days and Holidays Included)**

Daily:

The Shelter Unit rooms and bathrooms areas shall be cleaned between the hours of 8:00 am – 4:30 pm, everyday as specified by the department of Mental Health, including sweeping and damp mopping the floors with a germicidal/tuberculocidal disinfectant solution.

Monitor area (all levels) thoroughly.

Bathrooms and shower room ceramic tile surfaces shall be scrubbed and cleaned with an acid solution.

Selected bed frames and mattresses shall be washed with a germicidal/tuberculocidal disinfectant solution

Upon discharge of any resident, all furniture (nightstand, dresser, wardrobe, etc.) shall be washed thoroughly with a high disinfectant solution.

Clean and wet mop the laundry facility room.

Areas Serviced: **4th Floor Inpatient Unit**
Frequency: **Monday thru Friday**

Note:

The 4th floor unit areas shall be cleaned between the hours of 8:00 am – 4:30 pm, as specified by the department of Mental Health. All general housekeeping cleaning services is done by the Department of Mental Health staff.

Monthly:

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The floor shall be properly cleaned thoroughly and any gum, tar or similar substances removed from the surface. Unit rooms, offices, conference rooms and corridors floor shall be spray buffed.

Areas Serviced: **Supported Employment Placements Program
@ The Lindemann Mental Health Center**
Frequency: **Monday thru Friday**

Supported Employment Placements: Two half-time positions (20 hours each; 40 hours total), will be allocated as supported employment placements (SEP) for the Department of Mental Health consumers. The contractor will communicate with a rehabilitation organization to develop mutually acceptable procedures for the provision of orientation, training, supervision and intervention and criteria for acceptance into an SEP position. These procedures and criteria must be submitted to DCAMM for approval. The Department of Mental Health will facilitate communication between the Contractor and rehabilitation program, and the development of an acceptable plan. SEP employees shall earn at least prevailing wage and such employees shall not be assigned to work weekends, holidays or after the evening shift concludes. SEP employees shall not operate electrical equipment unless they have successfully completed training on the equipment's usage. DCAMM reserves the right to deny or terminate the employment of any SEP employee or prospective employee.

Areas Serviced: **Plaza Floor – Harbor House Unit**
Frequency: **Monday thru Sunday (7 Days and Holidays Included)**

Daily:

The Harbor House Unit rooms and bathrooms areas shall be cleaned between the hours of 8:00 am – 4:30 pm, everyday as specified by the department of Mental Health, including sweeping and damp mopping the floors with a germicidal/tuberculocidal disinfectant solution.

Monitor area (all levels) thoroughly.

Bathrooms and shower room ceramic tile surfaces shall be scrubbed and cleaned with an acid solution.

Selected bed frames and mattresses shall be washed with a germicidal/tuberculocidal disinfectant solution. Upon discharge of any resident, all furniture (nightstand, dresser, wardrobe, etc.) shall be washed thoroughly with a high disinfectant solution.

Clean and wet mop the laundry facility room.

The corridors of the Program space in that area shall be swept and damp mopped with a disinfectant solution.

The consumer's beds shall be disinfected upon any patient discharge or change in room assignments.

Sweep smoking area thoroughly. Wash ashtrays and remove all cigarette butts and other debris.

Areas Serviced: **Gymnasium Cleaning Specifications**
Frequency: **Monday thru Friday**

Daily:

Empty waste receptacles and return to proper location, insert new liner as needed.

Dry mop the floor every day. Follow the instruction of the Gymnasium facility Director.

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Areas Serviced: **Office and Room Cleaning Specifications**
Frequency: **Monday thru Friday**

Daily:

Empty waste receptacles and return to proper location, insert new liner as needed.

Empty recycle receptacle bins.

Room cleaning includes: all office spaces, computer areas, classrooms, file rooms, conference rooms, library, kitchens, etc.

Remove trash, with the exception of cafeteria trash.

Weekly:

Sweep full floor areas.

Vacuum all carpets including traffic patterned areas and extend sweeping or vacuuming to remove obvious dirt from around and under furniture.

Empty and clean spill trays on freestanding water dispensers.

Monthly:

General dusting high and low. Dust with a treat dust cloth all horizontal surfaces that are readily available and visibly require dusting.

Thoroughly dust horizontal surfaces of furniture and all walls surfaces within approximately 70 inches of the floor and vertical surfaces and under surfaces (knee wells, chairs rugs, table legs, etc.).

Quarterly:

Clean and polish metal door thresholds, frames, etc.

Damp wipe glass interior office doors, partitions and bookcases.

Damp mop and spray buff all hard and resilient flooring.

Yearly:

Wash and deodorize trash receptacles.

Venetian and louver blinds dust/damp wash.

Thoroughly vacuum or dust upholstered furniture chairs.

Wipe clean stack chairs annually or as Building Manager requests.

Areas Serviced: **Weekend Staff**
Frequency: **Saturday, Sunday and Holidays**

Note:

For the weekends and holidays coverage provide the following staff required: Provide 1 Cleaner (10 hours) position for Saturday and (10 hours) for Sunday. Provide 1 cleaner (8 hours) position for coverage during holidays.

Areas Serviced: **Non- Service Days Specifications (Cleaning Unpaid Holidays)**

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Frequency: Monday thru Friday

Note:

For financial savings purposes set up and implement 19 days out of the fiscal year. These days are historically slow days to serve cleaning services at the State Buildings. Bureau will approve the final list.

PERIODIC CLEANING AND GENERAL ITEMS

Utility Areas: All telephone closets, utility closets and Facility storage areas shall be cleaned as directed by **Facility Manager**, but not less than once per month.

Vacant spaces: Clean and sweep all vacant areas as needed or directed by **Facility Manager**, but not less than once per month.

Overhead Pipes: Dust all visible overhead pipes, sprinklers and equipment items not reached in nightly cleaning, as directed by **Facility Manager**, but not less than twice per year.

High Dusting: All high dusting beyond the reach of the normal day-to-day dusting is to be accomplished monthly. This is to include, but not limited to, all ledges, charts, picture frames, graphs, air diffusers, and other horizontal surfaces as well as all vertical surfaces such as walls and partitions.

Air Diffusers: All air diffusers are to be thoroughly washed and dried and left in a clean condition as often as necessary.

JANITORS' STORAGE CLOSETS

All janitors' storage closets, restrooms, lunchrooms, break areas and service areas provided by the Facility for use of **Contractor's** personnel are to be kept in a neat, clean, sanitary and orderly condition at all times. The restrooms are to be maintained in the same condition as the public restrooms. Before leaving the premises each night, all of the service areas are to be dust-mopped, and spot-cleaned, where necessary, and dusted. Tile floors are to be stripped and waxed, as necessary, but not less than every sixty days. Concrete floors are to be sealed (where necessary), dust-mopped nightly and wet-mopped monthly. All doors and walls are to be spot-cleaned nightly.

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

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Services Tasks Matrix

Service Code Key

Directions for Vendors:

Use the Service Code Key to determine how often an identified task needs to occur in order to fill out the Pricing Response Form.

PLEASE NOTE: When a listed task or space has "N/A" listed for its frequency this task or space is **NOT APPLICABLE** to the building or facility.

Frequency of Tasks	
Day	To Be Completed One Time Each Day
>D	To Be Completed More Than Once a Day
1xW	To Be Completed One Time Per Week
2xW	To Be Completed Two Times Per Week
3xW	To Be Completed Three Times Per Week
E3W	To Be Completed One Time Every Three Weeks
1xM	To Be Completed One Time Per Month
E3M	To Be Completed One Time Every Three Months
E6M	To BE Completed One Time Every Six Months
SAN	To Be Completed Seasonally as Needed (Maximum of 2x Annually)
ANL	To Be Completed Annually
WCN	Will Call When Needed
AsN	To Be Completed As Needed

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Interior Services

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/ Corridors/ Circulation	Program Area Lobbies/ Corridors/ Circulation	Restrooms / Showers Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Elevators Passenger / Freight	Exceptions
1	Empty waste & Recycle Receptacles	Day	Day	Day	Day	Day	Day						
2	Clean & dust all Spaces, Desks					Day	Day						
3	Vacuum & Mop VCT Tiles					Day	Day						
4	Vacuum all Carpet Areas					2xW	2xW						
5	Wash, Hose Down							Day					
6	Clean Drain / Concrete							Day					
7	Add Deodorant to Bathroom Drains			1xW	1xW								
8	Burnish/Polish Floors	1xW	1xW							Nightly			
9	Clean and Disinfect Door Knobs	2xW	2xW	2xW	2xW					Day			
10	Clean and Disinfect Hand Rails - All	Bi-Weekly	Bi-Weekly							Nightly			Except Stairwell
11	Clean and Disinfect Hand Rails - Stairwells	Bi-Weekly	Bi-Weekly							Nightly			
12	Clean Mirrors			2x Day	2x Day					Day			
13	Clean Boards / Erasers					>D	>D			Day			

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/Corridors/Circulation	Program Area Lobbies/Corridors/Circulation	Restrooms / Showers Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Elevators Passenger / Freight	Exceptions
14	Clean Furniture					2xW	2xW			Day			
15	Clean Interior Glass (Not Windows)	Day	Day			Day	Day			Day			
16	Clean, Wash, Sanitize, Plumbing Fixtures, Shower and Hand Surfaces		Day	Day	Day					Nightly			
17	Damp Mop - Hard Surfaces	Day	Day	>D	>D					Nightly			
18	Damp Wipe All Surfaces	>D	>D										
19	De-Scale Urinals / Commodes			E3W	E3W								
20	Disinfect Drinking Water Dispensers			Day	Day								
21	Dust Mop / Sweep	Day	Day			Day				Nightly			
22	Dust Surfaces	>D	>D										
23	Dust, Wipe and Sanitize All Locker Room Contact Services				Day					Nightly			
24	Dust, wipe, vacuum and sanitize all furniture					1xW	1xW						
25	Fill All Plumbing Tra With Water			1xW	1xW								

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/Corridors/Circulation	Program Area Lobbies/Corridors/Circulation	Restrooms / Showers Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Elevators Passenger / Freight	Exceptions
26	High Dusting (Maximum Height = 15')	E3M	E3M										
27	Receptacles			>D	>D	Day	Day						
28	Remove Recycling and Compost	AsN	AsN				AsN					Loading Dock Areas	
29	Remove Trash, Replace/ Provide Liners	Day	Day	>D	>D	Day	Day			Nightly			
30	Replace Paper / Soap			>D	>D								
31	Replenish Auxiliary / Emergency Bathing Supplies for 10 people	AsN										Mech. Rooms & As Applicable	

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/Corridors/Circulation	Program Area Lobbies/Corridors/Circulation	Restrooms - Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Floor/Room	Exceptions
32	Report Items Needing Repair	Day	Day	Day	Day	Day	Day					All	
33	Scrub / Pressure Trash and Recycle Bins	1xM	1XM	1xM	1XM	1XM	1XM	1XM					

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/ Corridors/ Circulation/	Program Area Lobbies/ Corridors/ Circulation	Restrooms - Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Floor/Room	Exceptions
34	Scrub/ Pressure Wash Floor	E6M	E6M										
35	Scrub / Pressure Wash Pedestrian Walking Surfaces	ANL										Exterior Walkway	
36	Scrub and Refinish Hard Floors	E6M	E6M									All common area corridors & Elevator Lobbies	
37	Scrub/ Pressure Wash Bath, Shower and Locker Room			1xW	1xW Day								
38	Scrub Shower Surfaces									Nightly			
39	Spot Clean Carpets	Day	Day			1xW	1xW						
40	Spot Clean Surfaces	Day	Day			Day	Day						

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Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/Corridors/Circulation	Program Area Lobbies/Corridor s/ Circulation	Restrooms - Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels & Moat	Stairways	Time of Activity	Weekly Schedule	Elevators Passenger / Freight	Exceptions
41	Spot Mop	Day	Day	Day	Day								
42	Supply and Install Walk Off Mats	E6M	E6M										
43	Sweep Interior Stairs and Landings								Day				
44	Vacuum Complete Area	Day	Day			Day	Day						
45	Vacuum Walk-Off Mats	Day	Day			Day	Day						
46	Wet Mop Floors and Stairs	Day	Day			Day	Day		Day				
47	Wet Wash and Power Vacuum all Carpeted Surfaces	E6M	E6M			E6M	E6M						
48	Window Treatment Cleaning	E3M	E3M			E3M	E3M						
49	Window Washing Exterior	E6M	E6M										
50	Window Washing Interior					E3M	E3M						

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Item	Integrated Janitorial Maintenance Services Tasks	Public Area Lobbies/Corridors/Circulation	Program Area Lobbies/Corridor/Circulation	Restrooms - Public	Restrooms - Program Areas	Offices and Conference Rooms	3 rd Floor Suite VIP	Garage All Levels	Stairways	Time of Activity	Weekly Schedule	Floor/Room	Exceptions
51	Pest Control Using Integrated Pest Methods	2xW	2xW	2xW		2xW	2xW						
52	Strip and apply Non-Slip/Non Skid Floor finish to selected floors	E6M	E6M									Floor Corridors & Elevator Lobbies	
53	Clean and vacuum air diffusers, pipes, fans, vents and returns	E3M	E3M	E3M	E3M	E3M	E3M						
54	Water Extraction carpet cleaning	E6M	E6M			E6M	E6M						
55	Clean window treatments						1xM						
56	Provide custodial paper products and dispensing units, trash bags	1xw	1xW	1xW	1xW								
57	Appliance cleaning									AsN Kitchen & Lunch Rooms			

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Exterior Services

Item	Integrated Janitorial Maintenance Services Tasks	Exterior Grounds and Plazas (Parking Lots)	Building Exterior Entrances (Steps/ Ramps)	Exterior Glazing (Doors/ Windows)	Parking Garage Levels & Moat	Loading Dock Platform	Time of Activity	Weekly Schedule	Exceptions
58	Clean and Disinfect Door Knobs			Day					
59	Clean and Disinfect Hand Rails - All except Stairwells	Day	Day	Day		2xW			
60	Clean and Disinfect Hand Rails - Stairwells		Day	Day	Day		Nightly		
61	Ice Melt Walkways (Normal Business Hours Only)	AsN	AsN		AsN				
62	Recycling Collection Outside	SAN	SAN			SAN			
63	Scrub/ Pressure Trash and Recycle Bins Scrub/ Pressure Wash Loading Dock	E3M	E3M		E6M	E6M		Sat.	
64	Scrub/ Pressure Wash Pedestrian Walking Areas	E3M	E3M					Sat.	
65	Trash Collection Outside					1xW			
66	Window Washing Exterior	E6M	E6M						

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Item	Integrated Janitorial Maintenance Services Tasks	Exterior Grounds and Plazas (Parking Lots)	Building Exterior Entrances (Steps/ Ramps)	Exterior Glazing (Doors/ Windows)	Parking Garage Levels & Moat	Loading Dock Platform	Time of Activity	Weekly Schedule	Exceptions
67	Provide Trash Dumpsters and Scheduled Removal					Day			
68	Provide Recycling Dumpsters and Scheduled Removal				Day	Day			
69	Snow Shovel Areas Adjacent to Building(s) (Normal Business Hours Only)	AsN	AsN						
70	Clean Sidewalks	ANL	ANL						
71	Clean Garage				1xW				
72	Exterior Janitorial Policing	Day	Day	Day	Day	Day	Night & Day		
73	Lawn Care / Landscaping	SAN	SAN						

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Special Services

Item	Integrated Janitorial Maintenance Services Tasks	Exterior Grounds and Plazas (Parking Lots)	Parking Garage and Loading Dock	Interior Offices Program	Interior Kitchen /Cafeteria	Public Area Lobbies/ Corridors/ Circulation	Program Area Lobbies/ Corridors/ Circulation	Restrooms - Public	Restrooms - Program Areas	Time of Activity	Weekly Schedule
74	Bio Hazard Clean Up. Pick-up & disposal	AsN	AsN	AsN	AsN	AsN	AsN	AsN	AsN		
75	Cooking Grease & Oil Disposal				1xW						
76	Confidential Paper Shredding Pickup / Removal			Day	Day	Day	Day	Day	Day		
77	General Recycle Pickup & Disposal	Day	Day	Day	Day	Day	Day	Day	Day		
78	Plumbing Grease Trap Cleaning				E3M						
79	Dumpster Pickup & Disposal		1xW								
80	Food Waste Disposal – Interior Cleaning / Pickup			1xW	1xW						
81	Disaster Responses (Water damage remediation, cleaning, building material cleaning / disposal, washing/sanitization, provide dryers & Dehumidifiers)	AsN	AsN	AsN	AsN	AsN	AsN	AsN	AsN		
82	Hazardous Recycle/ Light Bulbs, Paints, Chemicals, Mercury, etc.		E3M	E3M	E3M	E3M	E3M	E3M	E3M		

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EXHIBIT D3 - SCOPE OF WORK FOR ERICH LINDEMANN BUILDING

Please identify any tasks identified on the Janitorial Services Specifications and/or listed on the Services Tasks Matrix that you do not provide:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Attach Additional Sheets as Needed.

Vendor Acknowledgement

Initial: _____

Date: _____

